

**ABSTRACT**

The routing of prioritized documents such as email messages is disclosed. In one embodiment, a computer-implemented method first receives a text. The method assigns a priority to the document, based on a text classifier such as a Bayesian classifier or a support-vector machine classifier. The method then routes the text based on a routing criteria. In one embodiment the routing is directed by a measure of priority that reflects the expected cost of delayed review of the document.

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